

Support for health care professionals affected by storms

Our priority is making sure members have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following measures to help those affected by hurricanes and tropical storms.

Scope and applicability

Benefit plans: Unless otherwise noted, these measures apply to the following UnitedHealthcare benefit plans: UnitedHealthcare Community Plan (Medicaid), UnitedHealthcare® Medicare Advantage and UnitedHealthcare commercial plans.

Dates of service: Aug. 29—Sept. 27, 2023. The applicable date ranges are subject to change.

Counties: applies to all counties in North Carolina

Regulatory requirements and guidance: As applicable, we will follow regulatory requirements or guidance if it differs from these provisions.

- **Early prescription refills:** Members statewide who are affected can obtain early refills of existing prescriptions through direct pharmacy or mail order. Early refills will be limited to 1 refill, up to a 30-day supply, for each existing prescription. Members should call the pharmacy number on their ID card, or speak directly to a pharmacist about their situation, to get an early refill.
- **UnitedHealthcare Medicare Advantage members:** We have made the following provisions to meet the Centers for Medicare & Medicaid Services (CMS) requirements for Medicare Advantage members:
 - Aug. 29—Oct. 13, 2023
 The following provisions apply:
 - Any gatekeeper referral requirements are waived
 - Gatekeeper is defined as the primary care physician; post-acute care prior auth is still required
 - Members may obtain services from out-of-network care professionals at in-network cost-sharing amounts (Medicare Part A and B benefits must be obtained from Medicare-eligible health care professionals)

If you have questions, please call the Provider Services number on the member's ID card.

For the latest updates, visit UHCprovider.com/disaster.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.

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